

FIELD OPERATIONS BUREAU

FOOD STAMP UNIT (FSU)

TRANSMITTAL NUMBER: 09-04

March 11, 2009

TO: All Food Assistance Action Committee (FAAC) Members
and Field Operations Bureau (FOB) staff

SUBJECT/PURPOSE: Quality Control (QC) File Structure Desk Guidelines

RELATED REFERENCE: SNAP QC Policy Memo QC-09-02 (November 13, 2008)

SUPERSEDES: Transmittal 01-01(FS) (January 8, 2001) and
Documentation/Verification Section in Transmittal 06-01
(May 31, 2006)

EFFECTIVE DATE: Upon Receipt

BACKGROUND:

The Food and Nutrition Services (FNS) has provided guidelines on improving the QC process. One major component is the development of a paperless work environment. In conjunction with this, FNS has developed a standard for the construction of the QC case files. QC Policy Memo 09-02 provides a uniform standard in the assembly of required documentation contained in the QC case file. This transmittal lists specific forms, documents and the data collection tool used in California.

INSTRUCTIONS:

All QC documents are to be filed and submitted electronically to Food Stamp Unit (FSU) and FNS in the following order:

ACTIVE COMPLETED CASES:

1. RADEP-1 Face Sheet
2. RADEP-1 Case Comments and Case Data
3. Completed computation budgets (CWD budget, comparison I and/or comparison II budget)

4. The most recent Food Stamp application (SAWS 1 or DFA 285.A1) and Statement of Facts (SAWS 2 or DFA 285.A2) that impacts the sample month. If applicable the CW 8 and CW8A must be included.
5. All documentation from the most recent certification/recertification action which established the certification period for the QC sample month. A Notice of Approval or Case Journal comments showing the certification period can fulfill this requirement.
6. Eligibility History
This will consist of the Quarterly Report (QR7) & supporting documentation. Also, CWD case comments from the most recent certification period that impacted the sample month. For example changes in HH composition, address changes or changes in income etc.
7. Benefit/ Search for Issuance Summary/Details for the entire certification period. This will verify the sample month's issuance and validate timeliness of application. The EBT History Details for the sample month. The EBT History Detail will show when the sample month's benefits were posted. This printout will verify whether or not participation took place in the sample month.
8. All applicable verification and computer screen printouts must be identified by element number (bottom right hand side of the document) and put in order by the appropriate element number found in FNS Handbook 310. A list of all the appropriate Elements is attached.
9. Documents to verify the timeliness of application processing coding. SNAPQC requires verification of the date the benefits were posted and made available to the household. The EBT History Detail will provide the validation. To validate "other" coded "3", SNAPQC will need the documents showing no break in aid since the last certification action (See #7). For the CalWIN counties the Search for Issuance screen printout will be acceptable. If the benefits have not been transacted, SNAPQC requires verification that the household was trained on using the EBT card. The EBT Information Document (Temp 2215 or Temp 2214) must be viewed and documented.

ACTIVE DROP CASES:

1. RADEP-1 Face Sheet
2. RADEP-1 Case Comments
3. RADEP-1 Case Data

4. Verification/documentation supporting the reason for dropping the case and all verification that was gathered in the attempt to complete the case (incomplete cases code 3). The verification and documentation must be placed in order by element number and identified with the appropriate element number. (See attachment).
5. The most recent Food Stamp application (SAWS 1 or DFA 285.A1) and Statement of Facts (SAWS 2 or DFA 285.A2) that impacts the sample month.
6. All documentation from the most recent certification/recertification action which established the certification period for the QC sample month.
7. Eligibility History will consist of the Quarterly Report (QR7) & supporting documentation. Also, CWD case comments from the most recent certification period that impacted the sample month. For example changes in HH composition, address changes or changes in income etc.
8. Benefit/Issuance History and the EBT History Details for the sample month. The EBT Detail History Detail will show when the sample month's benefits were posted.
9. Documents to verify the timelines of application coding. Please refer to the explanation under active complete cases.

Attachment

INQUIRIES: **Cheryl Henderson,**
 Program Analyst
 Cheryl.Henderson@dss.ca.gov

Original Signed by Richard Trujillo

RICHARD TRUJILLO, CHIEF
Field Operations Bureau

ATTACHMENT

All documents and verification must be identified by element number (bottom right hand side of the document) and put in order by the appropriate element number. The Element numbers are as follows:

Non-Financial Eligibility (Chapter 8 FNS Handbook 310)

- Element 110-Age
- Element 111-Student Status
- Element 130-U.S. Citizenship and Non-citizen Status
- Element 140-Residency (non-CEHHs)
- Element 150-Household Composition and Living Arrangement
- Element 151-Recipient Disqualification
- Element 160-Employment and Training
- Element 161-ABAWD
- Element 162-Work Registration
- Element 163-Voluntary Quit/Reducing Work Effort
- Element 164-Workfare and Comparable Workfare
- Element 165-Employment Status/Job Availability
- Element 166-Acceptance of Employment
- Element 170-Social Security Numbers

Resources (Chapter 9 FNS Handbook 310)

- Element 211-Bank Accounts or Cash on Hand
- Element 212-Nonrecurring Lump-Sum Payments
- Element 213-Other Liquid Assets
- Element 221-Real Property
- Element 224-Other Non-Liquid Resources

Income (Chapter 10 FNS Handbook 310)

- Element 311-Wages and Salaries
- Element 312-Self-Employment
- Element 314-Other Earned Income
- Element 331-Retirement Survivors' and Disability Insurance (RSDI)
- Element 332-Veterans' Benefits
- Element 333-Supplemental Security Income (SSI)
- Element 334-Unemployment Insurance Benefits (UIB)
- Element 335-Worker's Compensation
- Element 336-Other Government Benefits
- Element 342-Contributions/Alimony
- Element 343-Deemed income
- Element 344-CalWORKS, General Assistance or CAPI
- Element 345-Educational Grants, Scholarships and Loans
- Element 346-Other Unearned Income
- Element 350-Child Support payments received from Absent Parent

Deductions (Chapter 11 FNS 310)

- Element 323-Dependent Care Deduction
- Element 361-Standard Deduction
- Element 363-Shelter Deduction
- Element 364-Standard Utility Allowance
- Element 365-Medical Deduction
- Element 366-Child Support Payment Exclusion